

Boarding & Cleaning Cases Resolved Codes & Regulations

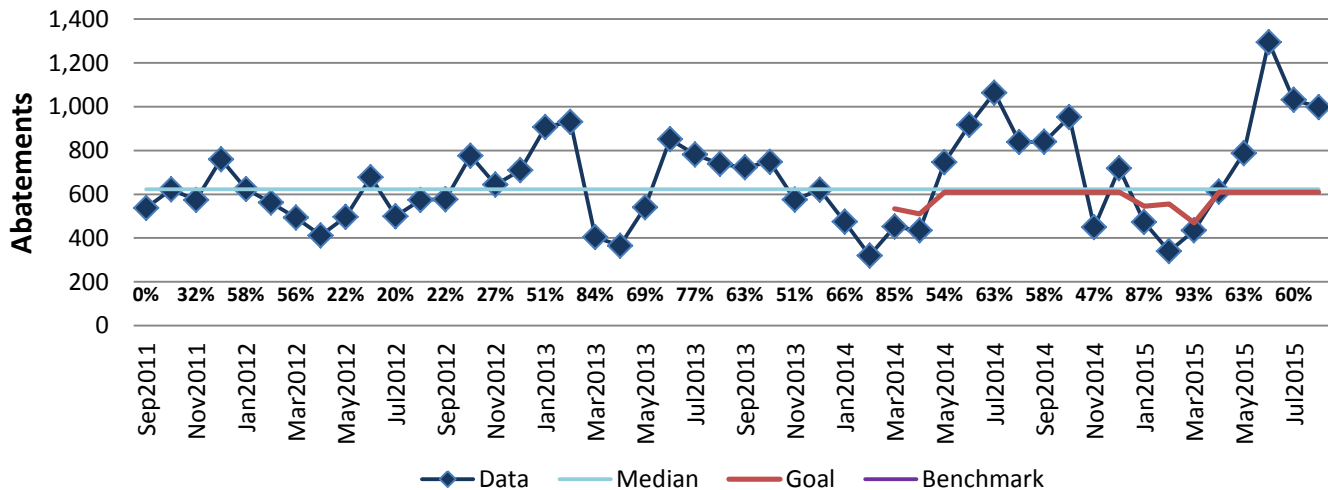


KPI Owner: Darrell Coomer

Process: Property Maintenance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY12 Monthly average: 604 cases resolved Goal: Abate 610 properties a month. If the number of open cases falls below 610, abate 100% of open cases. Benchmark: TBD		Data Source: Hansen Goal Source: Dept Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The total number of cases resolved for the boarding, cleaning and cutting of vacant and abandoned properties. Why Measure: Quantify capacity for the Vacant Lots Crew. Next Improvement Step: TBD		
How Are We Doing?					
Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
7,059	8,932		610	998	
Abatements	Abatements		Abatements	Abatements	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.